

**BIC INDUSTRY RETURNS INITIATIVE (IRI) REVIEW GROUP MEETING – Meeting Notes**

**Location:** CILIP Building, 7 Ridgmount Street, London WC1E 7AE

**Date and time:** Thursday 3<sup>rd</sup> October 2019, 10am

**Meeting notes taken by:** Alaina-Marie Bassett

**Present**

Chris Avery, WHSmith’s (delegate)  
 Alaina-Marie Bassett, BIC  
 Vincent Bull, Waterstones  
 Doug Culham, Penguin Random House  
 Helen Graham, Hachette  
 Matt Hogg, Macmillan Distribution (delegate)  
 Simon Parker, Batch  
 Karina Urquhart, BIC (Chair)

**Apologies**

Alastair Aldous, WHSmith’s  
 Luisa Keep, Macmillan Distribution  
 Jonathan King, Batch  
 Andrew MacBeth, Waterstones  
 Adam Miles, Pearson  
 Alex Milne-White, The Hungerford Bookshop  
 Fraser Tanner, Batch

**1. Welcome and apologies**

Group welcomed. Apologies delivered. CA and HG welcomed as new members.

**2. Competition Law – Conduct Reminder**

<http://www.bic.org.uk/149/BIC-Competition-Law-Policy/>

**3. Update on the adoption of IRI from the organisations represented on this Group and feedback on the BIC IRI Rule Book and accompanying documentation**

- Feedback on IRI and the 3-15 month returns window largely positive.
- Bookshops experiencing issues with B10 (event stock) returns. No responses provided for B10 orders. Systems handle the process differently.
- PRH manually authorises B10 and B30 (damaged stock) returns; received positively by business partners as workaround but delays process by 24 hours.
- Returns for non-IRI users manually processed; often their system can’t handle IRI.
- BIC IRI Best Practice Guidelines required.
- Desired: suppliers to pulp (to reduce returns / pulping by distributors after return).

ACTIONS	OWNER	DUE DATE
Investigate whether IRI-user’s systems can deal with B10 and B30 returns.	KU/MH	31/01/2020
Liaise to amend any contentious aspects of the IRI Rule Book and accompanying documents.	KU/MH	31/01/2020
Highlight that trading partners can and should agree a flexible approach to the IRI Rules between themselves (to allow the process to suit each trading relationship); this text should be a dedicated paragraph towards the beginning of each of the relevant documents.	KU	31/01/2020
Include worked examples in the IRI documents to aid implementation.	KU	31/01/2020
Investigate how IRI-users interpret the 3-15 month returns window.	KU/HG	31/01/2020
Review any forthcoming IRI documentation (amended or new) via email.	ALL	28/02/2020

**4. Promoting industry adoption of IRI**

- International organisations / adoption of IRI could be area of opportunity for future.
- Statistics showing use of IRI by independent organisations desirable.

DECISIONS	OWNER
BIC's main promotional focus should be domestic (i.e. in the UK).	ALL

ACTIONS	OWNER	DUE DATE
Identify suitable organisation to write a case study regarding its recent adoption of IRI, explaining the benefits of IRI and dispelling fears about IRI processes.	KU	31/01/2020
Inform KU about any organisations currently considering the adoption of IRI.	SP	31/01/2020

**5. BIC promotional activity**

- BIC Breakfast held in September 2018.
- Tweet on semi-regular basis.

ACTIONS	OWNER	DUE DATE
Establish whether BIC can provide test scenarios for prospective IRI implementers.	KU	31/01/2020

**6. A.O.B.**

None.

**7. Date of next meeting**

Thursday 8<sup>th</sup> October 2020.